

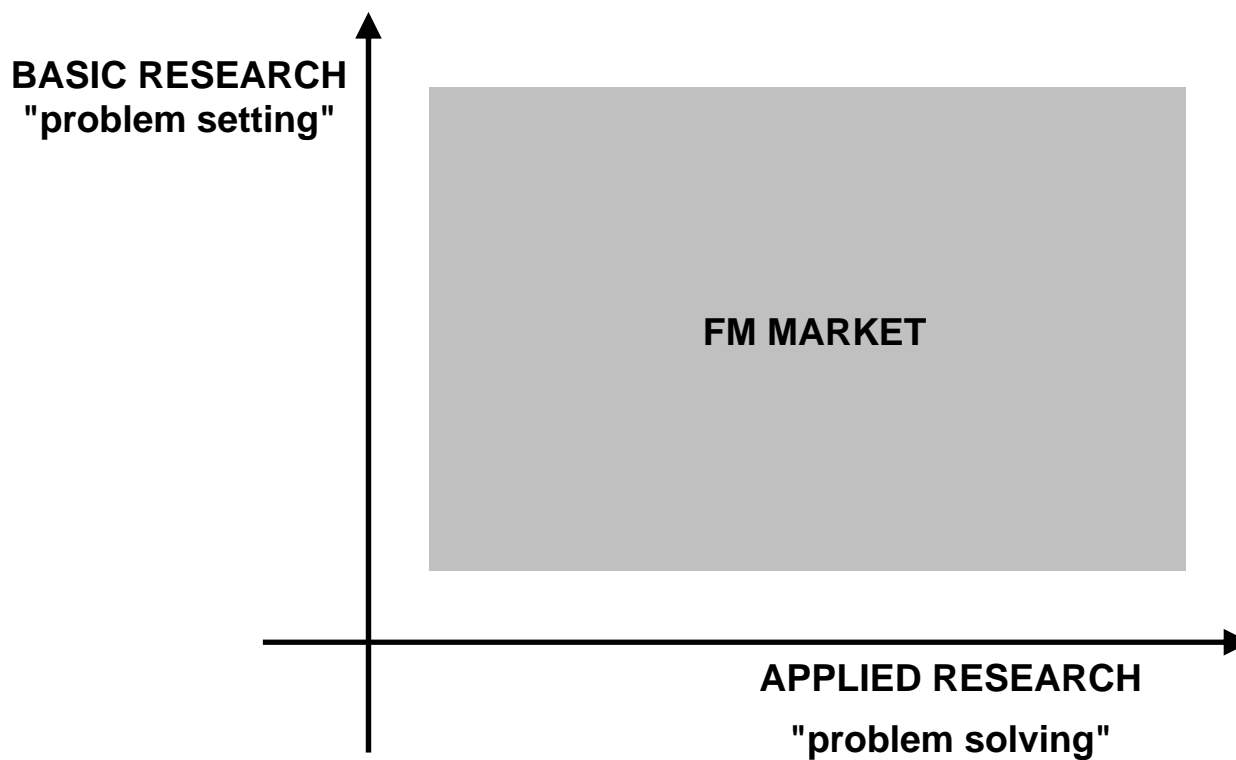
## Terotec

terotec

"Laboratory for the Innovation of Urban and Real Estate Patrimony Maintenance and Management"

<b>what is Terotec?:</b>	an Italian technological-scientific "association-laboratory" of national importance founded in 2002	
<b>its institutional aim:</b>	the promotion, development and propagation of innovation in the field of the maintenance and management of urban and real estate patrimonies	
<b>activities:</b>	<ul style="list-style-type: none"> <li>- research</li> <li>- technological innovation</li> <li>- experimentation</li> <li>- training</li> </ul>	<ul style="list-style-type: none"> <li>- study of new standards</li> <li>- advice</li> <li>- information</li> <li>- promotion</li> </ul>
<b>users of activities:</b>	all public and private organisations operating and/or involved in the sector of the maintenance and management of urban and real estate patrimonies	
<b>network of competences involved:</b>	<ul style="list-style-type: none"> <li>- universities</li> <li>- scientific research bodies</li> <li>- public and private grantors</li> <li>- services companies &amp; associations</li> </ul>	<ul style="list-style-type: none"> <li>- standardization bodies</li> <li>- specialist professions</li> </ul>
<b>promoting partners:</b>	the top associations and companies of the sector in Italy	

## The need to develop FM research in Europe



## Macro-areas of development for FM research in Europe

### **BASIC RESEARCH** focused on "problem setting"

#### AREAS:

- study of the FM market
- education
- knowledge and information
- terminology and information
- transfer of know-how and best practice
- ...

### **APPLIED RESEARCH** focused on "problem solving"

#### FIELDS OF APPLICATION:

- healthcare
- space management
- urban FM
- PPP
- ...

#### MODELS AND INSTRUMENTS:

- normative instruments
- instruments for quality definition and control (SLA, KPI, performance specifications, ...)
- instruments and data for the market (benchmarking, ...)
- ...

Macro-areas of development for FM research in Europe:

terotec

## Projects realised by Terotec

### BASIC RESEARCH

focused on "problem setting"

#### AREAS:

- study of the FM market

- education

"Censiform"

- knowledge  
and information

"CenTer"

- terminology  
and information

"Facility Management  
Lexicon"

- transfer of know-how and best practice

- ...

### APPLIED RESEARCH

focused on "problem solving"

#### FIELDS OF APPLICATION:

- healthcare

- space management

- urban FM

- PPP

- ...

#### MODELS AND INSTRUMENTS:

- normative instruments

Italian standard  
on "Global Service"

- instruments for quality definition and control  
(SLA, KPI, performance specifications, ...)

- instruments and data for the market  
(benchmarking, ...)

- ...

Abstract on research projects realised by Terotec:

## "CENSIFORM"

<b>context of reference:</b>	the problem of the training of specific figures and technical and professional competences dedicated to the management of the technical-running services of real estates and urban patrimonies, today represents a vital aspect for the FM market in Europe
<b>subject:</b>	is the first census on the FM education offer in Italy and Europe
<b>aims:</b>	to give an overview of the Italian education offer, with regard to real estate management and maintenance (with particular reference to Facility Management)
<b>results:</b>	<ul style="list-style-type: none"> <li>- in terms of knowledge and information: a census of the education initiatives in the sector promoted at a university level and at an extra-university level (professional training institutes, etc.)</li> <li>- in analytical and interpretative terms: the qualitative-quantitative characteristics and the evolution of the national offer in the sector resulting from the census</li> </ul>
<b>organisation:</b>	<ol style="list-style-type: none"> <li>1. Education offer: an illustration of the overall picture, the characteristics of the education offer of the sector and its geographic distribution</li> <li>2. List of courses: a synthetic presentation of the different courses in the census</li> <li>3. List of syllabuses: detailed information relative to the syllabuses, the contents and the criteria for the structure of each education offer presented in the census</li> </ol>
<b>prospects:</b>	Censiform constitutes the start of an innovative project for education in the FM sector that Terotec intends to promote over a medium term with the support of the "network of competences" linked to it

For further details, see the Terotec handouts

Abstract on research projects realised by Terotec:

## "Facility Management Lexicon"

### context of reference:

still today, in Europe, there does not exist a consolidated and shared FM language. The terminology is moreover necessarily used as a "virtual idiom" to by-pass a cultural delay and to support at the same time a new "real market". It is necessary to try and formulate contributions and instruments aimed at the creation of a common basis of terminology and lexicon, to standardise the technical-specialist language and to define/ share the meaning of concepts and words that are spreading through and characterizing the market in the public and private sector.

### subject:

a methodological and practical instrument published in 2003

### aims:

- promotion, development and diffusion of the culture and innovation of the sector
- formulation of a common terminological and lexical basis
- standardisation of the technical-specialist language

### results:

the first FM terminology instrument published in Europe

### methodology:

the employment of the most qualified Italian experts in the sector coming from different areas working in teams with varying scientific and technical skills

### organisation:

1. "Glossary of terminology" (over 250 definitions taken from the literature and technical standards of the sector)
2. "Thematic entries" (26 key-entries examined in detail)
3. "Normative catalogue" (a systematic, up-to-date list, with definitions of the national legislative and technical standards)
4. "Bibliographical catalogue" (a series of thematic "bibliographical itineraries" with national and foreign references)
5. "Market research" on the Facility Management market in Italy and in Europe

For further details, see the Terotec handouts

Abstract on research projects realised by Terotec:

## UNI 11136 standard "Global Service for the maintenance of real estate patrimonies - Guidelines"

### context of reference:

in Italy, as in other EU countries, the development of the facilities management and maintenance market seems more and more oriented towards outsourcing by public bodies and private owners or real estate patrimony managers. The specific market sector connected to Global Service ( the contract system for the maintenance and technical-managing of facilities entrusted to third-parties on the basis of a performance agreement) stands out together with the related transfer of the full and direct "responsibility" for the final results to them. During the last few years, this new market sector has increased impressively.

### subject:

a specific standard on Global Service, published in September 2004 by UNI (UNI - Italian National Standardization Body)

### aims:

to represent the basic "guidelines" to set out the Global Service maintenance processes regarding public and private buildings and real estate patrimonies with the aim to standardise the activities, according to a common methodological-practical reference basis, on the part of both the clients and the contractors

### results:

the first guideline standard on Global Service published at a European level

### methodology:

derived from an articulated standardization initiative promoted and coordinated by Terotec within the UNI, with the co-partnership and support of qualified representatives of the public clients, the contractors working in the field of Facility Management and the academic world

### organisation:

focused in particular on the following key-phases of the Global Service process:

- the preliminary planning phase (by the client)
- the definition of the offer request phase (by the client)
- the definition of the offer project (by the potential contractor)

For further details, see the Terotec handouts

Abstract on Terotec's ongoing research projects:

## "CenTer"

### **context of reference:**

the market of the management and maintenance of real estate patrimonies has been growing rapidly over the last few years, without a corresponding increase, consolidation and updating of the common basis of specialist knowledge in the sector. The operators need the fundamental supports and contributions in order to improve their own know-how and to apply it more efficiently to their respective activities.

### **subject:**

a two-year project to create an on-line document centre on the maintenance and management of real estate and urban patrimonies, which began in 2004

### **aims:**

to realize an instrument for the observation, collection and redistribution of the information and document patrimony produced inside the network of the various organisations working in the sector, both at a national and foreign level

### **expected results:**

the realization of the first Italian and European on-line document centre on the maintenance and management of real estate and urban patrimonies

### **methodology:**

the approach is based on the methodology for the support of "competitive intelligence" through the selection and transformation of material collected in the different forms available and accessible in processed documents" that can be used by the end users directly via internet.  
(at the moment an experimental prototype called "Weblab" is already available via internet)

For further details, see the Terotec handouts



## Conclusions

### Research prospects: possible "European" projects

